



## **City of Mountain View Public Library**

### **Summary of Goals and Projects for FY 07-08**

#### **Goal 1.0—Increase Community Awareness and Use of the Services, Programs and Collections of the Library**

- ❖ Develop and implement a pilot project for the Mobile Library Service to the Castro neighborhood/school community. This project is Council directed. (January-December 2008)  
*The pilot project started March 2008. A separate 3 month evaluation will be completed.*
- ❖ Continue partnership with MVLA Adult Education for programs and services; e.g. computer training classes. (June 2008)  
*MVLA partnership classes were scheduled and 5 were offered with 8 participants each. The program will continue in FY08-09.*
- ❖ Develop and implement new customer service strategies and models to include changing service desks, using roving staff, and establishing library wide customer service values. (March 2008)  
*Customer service training and guidelines were given to all staff. The new service model with more "roving" staff available to assist customers was implemented with the re-opening of the Library. The service is being evaluated and modified as the staff gain more experience. Ongoing training will be provided.*

#### **Goal 2.0—Expand Library Services, Programs and Collections to Meet the Expressed and Anticipated Needs of the Diverse Community.**

- ❖ Install improved signage to better direct customers to Library services and collections. (March 2008)  
*This was completed with the remodel and the feedback has been very positive. The Library would like to order some additional signs.*

- ❖ Provide a larger, more accessible "Community Languages" area. (March 2008)  
*This was completed with the remodel and includes children's language materials as well as adults.*
- ❖ Provide a designated area for an expanded Literacy collection. (March 2008)  
*This also was completed with the remodel and showcases the new literacy collection.*
- ❖ Develop and offer a minimum of one Library-related computer training class per month to meet the needs of a variety of audiences. (June 2008)  
*The Library provided 8 Spanish language Internet classes and 4 English language Internet classes which included a "lunch and learn" presentation.*
- ❖ Provide an accessible public computer workstation for customers with special needs. (March 2008)  
*The accessible workstation with earphones, larger keyboard and adaptive software was installed May 2008. The workstation was purchased with funds from the Library Foundation.*

**Goal 3.0—Utilize Technology Effectively and Appropriately to Provide Access to Library Services, Programs and Collections and Improve Communication.**

- ❖ Complete the RFID conversion process. (January 2008)  
*As of February 2008, the Library had completed RFID tagging of 270,000 items in preparation for the conversion to RFID systems. More than 93% of checkout is done at the self-checkout stations.*
- ❖ Install the materials handling system. (March 2008)  
*The MK sorting system was installed in March 2008. Although there were initial periods of down time, the system which is designed to function 24 hours a day, except during Innovative Interfaces back up maintenance (2 hrs/day), is functioning about 85 % of the time.*
- ❖ Provide the following Innovative modules for enhanced service – Ecommerce, advanced keyword searching, spell check, upgraded

telephone notification, and increased content, such as, book reviews.

*All enhancements have been installed except for Ecommerce which will happen in FY 08-09. The increased content and functionality made it possible to have improved search results, retained reading history and preferred searches if desired by customers.*

- ❖ Continue catalog maintenance and improvement; e.g. removing records for lost items.

*As part of the preparations for RFID and the remodel, the collection was weeded and the catalog updated, location codes were revised and added and item records were corrected. The web OPAC refresher resulted in a more easily navigated catalog and new functionality including: icons for materials types, e.g. the ability to save searched in a book bag and export them,*

### **Additional accomplishments:**

- A new Friends of the Library best seller collection was added (3/08)
- A new Internet print/time management system (CASSIE) was installed (6/08)
- A new "User brochure and Library map" were printed for the remodel
- All staff were trained on the new technology systems, new service model and customer service refresher
- The Police Assistant pilot project started in March 2008